



Linnea (Lin) M. Fox
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July 29, 2004

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, SW
Room TW-A325
Washington, D.C. 20554

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Federal Communications Commission
Office of Secretary

Re: CC Docket No. 88-2, Phase I; Installation and Maintenance Non-Discrimination Reports

Dear Ms. Dortch:

Pursuant to the Bell Operating Company (BOC) Open Network Architecture (ONA) Amendment Order¹, and BOC ONA Reconsideration Order² in CC Docket No. 88-2, Phase I, attached are an original and two (2) copies of the installation and maintenance non-discrimination reports for Southwestern Bell Telephone, L. P. second calendar quarter of 2004.

Should you have any questions regarding this data, please call me at (202) 326-8842.

Respectfully submitted,

A handwritten signature in cursive script, reading "Linnea M. Fox", is written over a horizontal line. Below the signature, the word "Attachments" is printed.

¹ In the Matter of Filing and review of Open Network Architecture Plans, Memorandum Opinion and Order, 5 FCC Rcd 3103 (1990).

² In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd 3084 (1990).

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ONA
SOUTHWESTERN BELL TELEPHONE
PROVISIONING
2ND QTR, 2004
SPECIAL SERVICES
AFFILIATED

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Federal Communications Commission
Office of Secretary

	TOTAL ORDERS -----	1 AVERAGE INTERVAL -----	2 DUE DATE MISSED -----	2 % MISSED -----
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	0	.00
PROGRAM AUDIO 100-5000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -8000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -15000HZ	0	.00	0	.00
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	0	.00
DIGITAL DATA 2.4KBS	0	.00	0	.00
DIGITAL DATA 4.8KBS	0	.00	0	.00
DIGITAL DATA 9.6KBS	0	.00	0	.00
DIGITAL DATA 19.2KBS	0	.00	0	.00
DIGITAL DATA 56KBS	0	.00	0	.00
DIGITAL DATA 64 CCC KBS	43	21.63	6	13.95
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	23	2.57	1	4.35
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	121	2.96	0	.00
GT 45 MBS	0	.00	0	.00
DEDICATED ALERT TRANSPORT				
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

1. The Average Interval is calculated from application date to completion date.
2. Due Date Missed includes only Company misses.

ONA
SOUTHWESTERN BELL TELEPHONE
PROVISIONING
2ND QTR, 2004
SPECIAL SERVICES
NON-AFFILIATED

PAGE 1 OF 2

	TOTAL ORDERS	1 AVERAGE INTERVAL	2 DUE DATE MISSED	2 % MISSED
	-----	-----	-----	-----
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	109	4.80	16	14.68
PBX	3735	130.06	624	16.71
CENTREX	3292	33.91	380	11.54
WATS	0	.00	0	.00
MOBILE	0	.00	0	.00
FEATURE GROUP A	196	7.45	25	12.76
FOREIGN EXCHANGE	112	14.03	31	27.68
COIN	180	15.23	12	2.51
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	19	16.05	1	5.26
FEATURE GROUP D	885	1,862.97	117	13.22
DID (TRUNK)	317	130.87	67	21.14
DID (LINE)	39	33.85	7	17.95
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	0	.00
DEDICATED METALLIC				
PROTECTION ALARM	63	4.00	8	12.70
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	56	4.79	6	10.71
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	0	.00
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	172	6.89	20	11.63
VOICE SWITCHED LINE	172	8.70	14	8.14
VOICE SWITCHED TRUNK	87	2.68	11	12.64
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	16	2.19	2	12.50
BASIC DATA/VOICE	554	25.23	50	9.03
PSNA-VOICE/DATA TIE TRUNK	26	2.62	1	3.85
SSN ACCESS-VOICE/DATA	3	1.00	0	.00
SSN INTERMACHINE-VOICE/DATA	368	3.56	3	.82
DATA EXTENSION-VOICE GRADE	20	3.60	1	5.00
PROTECTION RELAY-VOICE GRADE	0	.00	0	.00
TELEPHOTO AND FACSIMILE	0	.00	0	.00

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PROVISIONING
2ND QTR, 2004
SPECIAL SERVICES
NON-AFFILIATED

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	TOTAL ORDERS -----	1 AVERAGE INTERVAL -----	2 DUE DATE MISSED -----	2 % MISSED -----
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	2	1.00	0	.00
PROGRAM AUDIO 100-5000HZ	6	1.83	5	83.33
PROGRAM AUDIO 50 -8000HZ	17	2.24	8	47.06
PROGRAM AUDIO 50 -15000HZ	15	3.53	2	13.33
DEDICATED VIDEO				
TV CHANNEL 15KHZ	31	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	3	3.67	1	33.33
DIGITAL DATA 2.4KBS	360	1.75	31	8.61
DIGITAL DATA 4.8KBS	6	18.67	0	.00
DIGITAL DATA 9.6KBS	78	17.13	7	8.97
DIGITAL DATA 19.2KBS	2	1.00	0	.00
DIGITAL DATA 56KBS	2958	4.46	153	5.17
DIGITAL DATA 64 CCC KBS	3019	4.99	199	6.59
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	29878	73.86	2621	8.77
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	924	31.97	26	2.81
GT 45 MBS	4	1.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

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2. Due Date Missed includes only Company misses.

ONA
SOUTHWESTERN BELL TELEPHONE
MAINTENANCE
2ND QTR, 2004
SPECIAL SERVICES

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	AFFILIATED		NON-AFFILIATED	
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES	HOURS	TROUBLES	HOURS
	-----	-----	-----	-----
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	0	.00	0	.00
PBX	9	2.85	2868	6.60
CENTREX	0	.00	4212	4.42
WATS	0	.00	7	5.28
MOBILE	0	.00	0	.00
FEATURE GROUP A	0	.00	34	6.37
FOREIGN EXCHANGE	72	4.09	243	6.74
COIN	2943	30.30	173	22.36
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	0	.00	0	.00
FEATURE GROUP D	0	.00	0	.00
DID (TRUNK)	2	5.32	1122	8.23
DID (LINE)	0	.00	245	4.47
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	10	10.86
DEDICATED METALLIC				
PROTECTION ALARM	0	.00	84	5.69
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	0	.00	43	5.65
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	16	6.97
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	0	.00	247	5.83
VOICE SWITCHED LINE	8	3.95	216	6.30
VOICE SWITCHED TRUNK	0	.00	96	8.32
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	0	.00	167	6.32
BASIC DATA/VOICE	96	2.35	1377	4.62
PSNA-VOICE/DATA TIE TRUNK	0	.00	23	7.72
SSN ACCESS-VOICE/DATA	0	.00	9	7.25
SSN INTERMACHINE-VOICE/DATA	0	.00	9	17.98
DATA EXTENSION-VOICE GRADE	30	2.13	1958	3.45
PROTECTION RELAY-VOICE GRADE	0	.00	124	7.39
TELEPHOTO AND FACSIMILE	0	.00	1	.15

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	AFFILIATED		NON-AFFILIATED	
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES	HOURS	TROUBLES	HOURS
	-----	-----	-----	-----
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	3	6.88
PROGRAM AUDIO 100-5000HZ	0	.00	6	17.03
PROGRAM AUDIO 50 -8000HZ	0	.00	24	7.09
PROGRAM AUDIO 50 -15000HZ	0	.00	4	9.49
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	8	3.36
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	48	2.37
DIGITAL DATA 2.4KBS	0	.00	495	5.12
DIGITAL DATA 4.8KBS	0	.00	37	4.06
DIGITAL DATA 9.6KBS	0	.00	354	2.87
DIGITAL DATA 19.2KBS	0	.00	2	2.99
DIGITAL DATA 56KBS	0	.00	2479	3.13
DIGITAL DATA 64 CCC KBS	0	.00	623	1.74
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	0	.00	9490	2.39
3.152 MBS	0	.00	1914	3.12
6.312 MBS	0	.00	36	1.35
44.736 MBS	0	.00	110	1.94
GT 45 MBS	0	.00	2	9.20
DEDICATED ALERT TRANSPORT				
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL				
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK				
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

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	1	2		2	
	TOTAL	AVERAGE	DUE DATE	%	Federal Communications Commission
	ORDERS	INTERVAL	MISSED	MISSED	Office of Secretary
	-----	-----	-----	-----	
CIRCUIT SWITCHED LINE					
BUSINESS LINE NON	0	.00	0	.00	
BUSINESS LINE DES	0	.00	0	.00	
PBX	42	18.02	5	11.90	
CENTREX	9	2.89	3	33.33	
WATS	0	.00	0	.00	
MOBILE	0	.00	0	.00	
FEATURE GROUP A	1256	21.01	76	6.05	
FOREIGN EXCHANGE	25	8.80	0	.00	
COIN	604	6.09	63	4.74	
CIRCUIT SWITCHED TRUNK					
FEATURE GROUP B	0	.00	0	.00	
FEATURE GROUP D	0	.00	0	.00	
DID (TRUNK)	18	1.06	3	16.67	
DID (LINE)	0	.00	0	.00	
PACKET SWITCHED SERVICES					
(X.25 AND X.75)					
PACKET DDD ACCESS	0	.00	0	.00	
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00	
PACKET ASYNCHRONOUS	0	.00	0	.00	
DEDICATED METALLIC					
PROTECTION ALARM	0	.00	0	.00	
PROTECTION RELAYING	0	.00	0	.00	
CONTROL CIRCUIT	0	.00	0	.00	
DEDICATED TELEGRAPH TRUNK					
TELEGRAPH GRADE 75BPS	0	.00	0	.00	
TELEGRAPH GRADE 150BPS	0	.00	0	.00	
DEDICATED VOICE GRADE VOICE					
NON-SWITCHED LINE	0	.00	0	.00	
VOICE SWITCHED LINE	4	5.50	1	25.00	
VOICE SWITCHED TRUNK	0	.00	0	.00	
VOICE AND TONE	0	.00	0	.00	
DATA LOW SPEED	0	.00	0	.00	
BASIC DATA/VOICE	3	1.00	3	100.00	
PSNA-VOICE/DATA TIE TRUNK	0	.00	0	.00	
SSN ACCESS-VOICE/DATA	0	.00	0	.00	
SSN INTERMACHINE-VOICE/DATA	0	.00	0	.00	
DATA EXTENSION-VOICE GRADE	0	.00	0	.00	
PROTECTION RELAY-VOICE GRADE	0	.00	0	.00	
TELEPHOTO AND FACSIMILE	0	.00	0	.00	

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SPECIAL SERVICES
AFFILIATED

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	TOTAL ORDERS	1 AVERAGE INTERVAL	2 DUE DATE MISSED	2 % MISSED
	-----	-----	-----	-----
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	0	.00
PROGRAM AUDIO 100-5000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -8000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -15000HZ	0	.00	0	.00
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	0	.00
DIGITAL DATA 2.4KBS	0	.00	0	.00
DIGITAL DATA 4.8KBS	0	.00	0	.00
DIGITAL DATA 9.6KBS	0	.00	0	.00
DIGITAL DATA 19.2KBS	0	.00	0	.00
DIGITAL DATA 56KBS	0	.00	0	.00
DIGITAL DATA 64 CCC KBS	43	21.63	6	13.95
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	23	2.57	1	4.35
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	121	2.96	0	.00
GT 45 MBS	0	.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

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NON-AFFILIATED

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	TOTAL ORDERS	1 AVERAGE INTERVAL	2 DUE DATE MISSED	2 % MISSED
	-----	-----	-----	-----
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	109	4.80	16	14.68
PBX	3735	130.06	624	16.71
CENTREX	3292	33.91	380	11.54
WATS	0	.00	0	.00
MOBILE	0	.00	0	.00
FEATURE GROUP A	196	7.45	25	12.76
FOREIGN EXCHANGE	112	14.03	31	27.68
COIN	180	15.23	12	2.51
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	19	16.05	1	5.26
FEATURE GROUP D	885	1,862.97	117	13.22
DID (TRUNK)	317	130.87	67	21.14
DID (LINE)	39	33.85	7	17.95
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	0	.00
DEDICATED METALLIC				
PROTECTION ALARM	63	4.00	8	12.70
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	56	4.79	6	10.71
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	0	.00
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	172	6.89	20	11.63
VOICE SWITCHED LINE	172	8.70	14	8.14
VOICE SWITCHED TRUNK	87	2.68	11	12.64
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	16	2.19	2	12.50
BASIC DATA/VOICE	554	25.23	50	9.03
PSNA-VOICE/DATA TIE TRUNK	26	2.62	1	3.85
SSN ACCESS-VOICE/DATA	3	1.00	0	.00
SSN INTERMACHINE-VOICE/DATA	368	3.56	3	.82
DATA EXTENSION-VOICE GRADE	20	3.60	1	5.00
PROTECTION RELAY-VOICE GRADE	0	.00	0	.00
TELEPHOTO AND FACSIMILE	0	.00	0	.00

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	TOTAL ORDERS	1 AVERAGE INTERVAL	2 DUE DATE MISSED	2 % MISSED
	-----	-----	-----	-----
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	2	1.00	0	.00
PROGRAM AUDIO 100-5000HZ	6	1.83	5	83.33
PROGRAM AUDIO 50 -8000HZ	17	2.24	8	47.06
PROGRAM AUDIO 50 -15000HZ	15	3.53	2	13.33
DEDICATED VIDEO				
TV CHANNEL 15KHZ	31	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	3	3.67	1	33.33
DIGITAL DATA 2.4KBS	360	1.75	31	8.61
DIGITAL DATA 4.8KBS	6	18.67	0	.00
DIGITAL DATA 9.6KBS	78	17.13	7	8.97
DIGITAL DATA 19.2KBS	2	1.00	0	.00
DIGITAL DATA 56KBS	2958	4.46	153	5.17
DIGITAL DATA 64 CCC KBS	3019	4.99	199	6.59
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	29878	73.86	2621	8.77
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	924	31.97	26	2.81
GT 45 MBS	4	1.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

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	AFFILIATED		NON-AFFILIATED	
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES	HOURS	TROUBLES	HOURS
	-----	-----	-----	-----
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	0	.00	0	.00
PBX	9	2.85	2868	6.60
CENTREX	0	.00	4212	4.42
WATS	0	.00	7	5.28
MOBILE	0	.00	0	.00
FEATURE GROUP A	0	.00	34	6.37
FOREIGN EXCHANGE	72	4.09	243	6.74
COIN	2943	30.30	173	22.36
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	0	.00	0	.00
FEATURE GROUP D	0	.00	0	.00
DID (TRUNK)	2	5.32	1122	8.23
DID (LINE)	0	.00	245	4.47
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	10	10.86
DEDICATED METALLIC				
PROTECTION ALARM	0	.00	84	5.69
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	0	.00	43	5.65
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	16	6.97
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	0	.00	247	5.83
VOICE SWITCHED LINE	8	3.95	216	6.30
VOICE SWITCHED TRUNK	0	.00	96	8.32
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	0	.00	167	6.32
BASIC DATA/VOICE	96	2.35	1377	4.62
PSNA-VOICE/DATA TIE TRUNK	0	.00	23	7.72
SSN ACCESS-VOICE/DATA	0	.00	9	7.25
SSN INTERMACHINE-VOICE/DATA	0	.00	9	17.98
DATA EXTENSION-VOICE GRADE	30	2.13	1958	3.45
PROTECTION RELAY-VOICE GRADE	0	.00	124	7.39
TELEPHOTO AND FACSIMILE	0	.00	1	.15

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	AFFILIATED		NON-AFFILIATED	
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES	HOURS	TROUBLES	HOURS
	-----	-----	-----	-----
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	3	6.88
PROGRAM AUDIO 100-5000HZ	0	.00	6	17.03
PROGRAM AUDIO 50 -8000HZ	0	.00	24	7.09
PROGRAM AUDIO 50 -15000HZ	0	.00	4	9.49
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	8	3.36
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	48	2.37
DIGITAL DATA 2.4KBS	0	.00	495	5.12
DIGITAL DATA 4.8KBS	0	.00	37	4.06
DIGITAL DATA 9.6KBS	0	.00	354	2.87
DIGITAL DATA 19.2KBS	0	.00	2	2.99
DIGITAL DATA 56KBS	0	.00	2479	3.13
DIGITAL DATA 64 CCC KBS	0	.00	623	1.74
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	0	.00	9490	2.39
3.152 MBS	0	.00	1914	3.12
6.312 MBS	0	.00	36	1.35
44.736 MBS	0	.00	110	1.94
GT 45 MBS	0	.00	2	9.20
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

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SOUTHWESTERN BELL TELEPHONE
PROVISIONING
2ND QTR, 2004
SPECIAL SERVICES
AFFILIATED

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RECEIVED

JUL 29 2004

	1	2	Federal Communications Commission Office of Secretary	
TOTAL ORDERS	AVERAGE INTERVAL	DUE DATE MISSED	2	%
			MISSED	MISSED
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	0	.00	0	.00
PBX	42	18.02	5	11.90
CENTREX	9	2.89	3	33.33
WATS	0	.00	0	.00
MOBILE	0	.00	0	.00
FEATURE GROUP A	1256	21.01	76	6.05
FOREIGN EXCHANGE	25	8.80	0	.00
COIN	604	6.09	63	4.74
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	0	.00	0	.00
FEATURE GROUP D	0	.00	0	.00
DID (TRUNK)	18	1.06	3	16.67
DID (LINE)	0	.00	0	.00
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	0	.00
DEDICATED METALLIC				
PROTECTION ALARM	0	.00	0	.00
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	0	.00	0	.00
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	0	.00
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	0	.00	0	.00
VOICE SWITCHED LINE	4	5.50	1	25.00
VOICE SWITCHED TRUNK	0	.00	0	.00
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	0	.00	0	.00
BASIC DATA/VOICE	3	1.00	3	100.00
PSNA-VOICE/DATA TIE TRUNK	0	.00	0	.00
SSN ACCESS-VOICE/DATA	0	.00	0	.00
SSN INTERMACHINE-VOICE/DATA	0	.00	0	.00
DATA EXTENSION-VOICE GRADE	0	.00	0	.00
PROTECTION RELAY-VOICE GRADE	0	.00	0	.00
TELEPHOTO AND FACSIMILE	0	.00	0	.00

1. The Average Interval is calculated from application date to completion date.
2. Due Date Missed includes only Company misses.

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SOUTHWESTERN BELL TELEPHONE
PROVISIONING
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AFFILIATED

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	TOTAL	1 AVERAGE INTERVAL	2 DUE DATE MISSED	2 % MISSED
	ORDERS			
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	0	.00
PROGRAM AUDIO 100-5000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -8000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -15000HZ	0	.00	0	.00
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	0	.00
DIGITAL DATA 2.4KBS	0	.00	0	.00
DIGITAL DATA 4.8KBS	0	.00	0	.00
DIGITAL DATA 9.6KBS	0	.00	0	.00
DIGITAL DATA 19.2KBS	0	.00	0	.00
DIGITAL DATA 56KBS	0	.00	0	.00
DIGITAL DATA 64 CCC KBS	43	21.63	6	13.95
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	23	2.57	1	4.35
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	121	2.96	0	.00
GT 45 MBS	0	.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

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SOUTHWESTERN BELL TELEPHONE
PROVISIONING
2ND QTR, 2004
SPECIAL SERVICES
NON-AFFILIATED

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	TOTAL ORDERS	1 AVERAGE INTERVAL	2 DUE DATE MISSED	2 % MISSED
	-----	-----	-----	-----
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	109	4.80	16	14.68
PBX	3735	130.06	624	16.71
CENTREX	3292	33.91	380	11.54
WATS	0	.00	0	.00
MOBILE	0	.00	0	.00
FEATURE GROUP A	196	7.45	25	12.76
FOREIGN EXCHANGE	112	14.03	31	27.68
COIN	180	15.23	12	2.51
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	19	16.05	1	5.26
FEATURE GROUP D	885	1,862.97	117	13.22
DID (TRUNK)	317	130.87	67	21.14
DID (LINE)	39	33.85	7	17.95
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	0	.00
DEDICATED METALLIC				
PROTECTION ALARM	63	4.00	8	12.70
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	56	4.79	6	10.71
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	0	.00
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	172	6.89	20	11.63
VOICE SWITCHED LINE	172	8.70	14	8.14
VOICE SWITCHED TRUNK	87	2.68	11	12.64
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	16	2.19	2	12.50
BASIC DATA/VOICE	554	25.23	50	9.03
PSNA-VOICE/DATA TIE TRUNK	26	2.62	1	3.85
SSN ACCESS-VOICE/DATA	3	1.00	0	.00
SSN INTERMACHINE-VOICE/DATA	368	3.56	3	.82
DATA EXTENSION-VOICE GRADE	20	3.60	1	5.00
PROTECTION RELAY-VOICE GRADE	0	.00	0	.00
TELEPHOTO AND FACSIMILE	0	.00	0	.00

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	TOTAL ORDERS	1 AVERAGE INTERVAL	2 DUE DATE MISSED	2 % MISSED
	-----	-----	-----	-----
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	2	1.00	0	.00
PROGRAM AUDIO 100-5000HZ	6	1.83	5	83.33
PROGRAM AUDIO 50 -8000HZ	17	2.24	8	47.06
PROGRAM AUDIO 50 -15000HZ	15	3.53	2	13.33
DEDICATED VIDEO				
TV CHANNEL 15KHZ	31	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	3	3.67	1	33.33
DIGITAL DATA 2.4KBS	360	1.75	31	8.61
DIGITAL DATA 4.8KBS	6	18.67	0	.00
DIGITAL DATA 9.6KBS	78	17.13	7	8.97
DIGITAL DATA 19.2KBS	2	1.00	0	.00
DIGITAL DATA 56KBS	2958	4.46	153	5.17
DIGITAL DATA 64 CCC KBS	3019	4.99	199	6.59
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	29878	73.86	2621	8.77
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	924	31.97	26	2.81
GT 45 MBS	4	1.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

1. The Average Interval is calculated from application date to completion date.
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SOUTHWESTERN BELL TELEPHONE
MAINTENANCE
2ND QTR, 2004
SPECIAL SERVICES

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	AFFILIATED		NON-AFFILIATED	
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES	HOURS	TROUBLES	HOURS
	-----	-----	-----	-----
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	0	.00	0	.00
PBX	9	2.85	2868	6.60
CENTREX	0	.00	4212	4.42
WATS	0	.00	7	5.28
MOBILE	0	.00	0	.00
FEATURE GROUP A	0	.00	34	6.37
FOREIGN EXCHANGE	72	4.09	243	6.74
COIN	2943	30.30	173	22.36
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	0	.00	0	.00
FEATURE GROUP D	0	.00	0	.00
DID (TRUNK)	2	5.32	1122	8.23
DID (LINE)	0	.00	245	4.47
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	10	10.86
DEDICATED METALLIC				
PROTECTION ALARM	0	.00	84	5.69
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	0	.00	43	5.65
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	16	6.97
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	0	.00	247	5.83
VOICE SWITCHED LINE	8	3.95	216	6.30
VOICE SWITCHED TRUNK	0	.00	96	8.32
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	0	.00	167	6.32
BASIC DATA/VOICE	96	2.35	1377	4.62
PSNA-VOICE/DATA TIE TRUNK	0	.00	23	7.72
SSN ACCESS-VOICE/DATA	0	.00	9	7.25
SSN INTERMACHINE-VOICE/DATA	0	.00	9	17.98
DATA EXTENSION-VOICE GRADE	30	2.13	1958	3.45
PROTECTION RELAY-VOICE GRADE	0	.00	124	7.39
TELEPHOTO AND FACSIMILE	0	.00	1	.15

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	AFFILIATED		NON-AFFILIATED	
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES	HOURS	TROUBLES	HOURS
	-----	-----	-----	-----
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	3	6.88
PROGRAM AUDIO 100-5000HZ	0	.00	6	17.03
PROGRAM AUDIO 50 -8000HZ	0	.00	24	7.09
PROGRAM AUDIO 50 -15000HZ	0	.00	4	9.49
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	8	3.36
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	48	2.37
DIGITAL DATA 2.4KBS	0	.00	495	5.12
DIGITAL DATA 4.8KBS	0	.00	37	4.06
DIGITAL DATA 9.6KBS	0	.00	354	2.87
DIGITAL DATA 19.2KBS	0	.00	2	2.99
DIGITAL DATA 56KBS	0	.00	2479	3.13
DIGITAL DATA 64 CCC KBS	0	.00	623	1.74
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	0	.00	9490	2.39
3.152 MBS	0	.00	1914	3.12
6.312 MBS	0	.00	36	1.35
44.736 MBS	0	.00	110	1.94
GT 45 MBS	0	.00	2	9.20
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00